CANDIDATE HANDBOOK

IGP
INFORMATION GOVERNANCE PROFESSIONAL

Introduction

Welcome to your journey in becoming a certified Information Governance Professional (IGP).

The IGP credential defines the competencies for implementing effective information governance practices, including accountability, transparency, integrity, protection, compliance, availability, retention, and disposition. The role of the information governance professional is strategic in nature, ensuring that opportunities to leverage information can be capitalized on, while preventing or mitigating risks posed by record keeping practices. The practice of information governance extends beyond the traditional role of a records manager, and the credential reflects this distinct body of knowledge and skills. As the highest industry credential for information governance professionals, the IGP certification indicates that certificants have demonstrated their competency in the practice of information governance and are dedicated to upholding high standards of ethical and professional practice.

This handbook contains the application procedures, the recommended candidate background to sit for the IGP certification exam, and the policies that guide the decisions on certification. The IGP certification program is governed by the Information Governance Certification Board ("Governance Board"), which is a separately incorporated Governance Board established in agreement with the ARMA International. The Governance Board was established to provide guidance to the certification program and outreach to the profession, and to clearly separate the functions and decisions of certification from other ARMA programs, goals, and membership requirements. This practice is common in professional certification programs developed under the auspices of a parent organization in order to prevent conflicts of interest and the appearance of any such conflicts. This approach also assures that all certification decisions and practices comply with certification program requirements and are not linked to other Association programs or membership requirements. The certification program is administered by ARMA International staff, headquartered in Overland Park, Kansas.

Contents

The Certification Program

The Governance Board is dedicated to offering a certification program that is credible and based on best certification practices; while the Governance Board is not seeking accreditation of the IGP program under ISO/IEC 17024 *Conformity Assessment—General Requirements for Bodies Operating Certification of Persons* administered by the American National Standards Institute (ANSI), they have made an effort to meet accreditation requirements. The certification program is comprised of the following key components:

- An independently operating Governance Board with policies and procedures guiding all decisions on certification
- Recommended candidate background and procedures for application submission and review
- An exam that tests the competency and knowledge requirements of information governance professionals today
- Recertification requirements for maintaining the credential
- A Code of Ethics all IGP certificants must abide by
- Complaints and disciplinary procedures

There is a current list of the IGP Governance Board members and their biographies on the ARMA website.

The Governance Board has spent considerable time and resources developing a certification program of integrity, balancing the interests of all stakeholders served by the credential, including business, industry, and the professions. In developing the program requirements, the Governance Board has adhered to practices that assure the following outcomes:

- Validity of the certification exam
- Fairness of the procedures for granting, maintaining, suspending, and removing the certification
- Recommended candidate background
- Requirements for maintaining the certification
- Assurances that the public trust is served through the certification program
- Credibility in the administration and maintenance of the certification program

The exam's competency requirements emanate from a comprehensive job-task-analysis study which defines the job description for the information governance professional as follows:

> An information governance professional creates and oversees programs to govern the information assets of the enterprise. This person partners with the business to facilitate innovation and competitive advantage while ensuring strategic and operational alignment of business, legal, compliance, and technology goals and objectives. The information governance professional oversees a program that supports organizational profitability, productivity, efficiency, and protection.

Mission Statement

The mission of the Information Governance Professional certification program is to provide an information governance credential within an ethical and professional framework to support individuals to deliver organizational value and reduce risk.

Responsibilities of the IGP Governance Board

The Governance Board provides oversight to the governance of the certification program and, in conjunction with certification personnel, is responsible for the following:

1. Develop and implement policies and procedures to assure the certification program is administered in conformance with best certification practices.

2. Provide oversight to the development and administration of a legally defensible, valid, and reliable certification exam.

3. Provide oversight to the development of all program components, including recommended candidate background, recertification requirements, ethics, and disciplinary procedures.

4. Appoint committees to support all program components and maintain a cadre of subject-matter experts to participate in all aspects of the program, including developing exam content, writing items for the exam, maintaining reliability and validity of the exam, establishing eligibility and recertification requirements, investigating complaints, upholding the Code of Ethics, assuring fairness and due process, and selecting qualified individuals for service.

5. Secure experts in test development to assure the exam is legally defensible, reliable, and valid and is maintained according to industry standards for test development and measurement.

6. Assure the security of the certification exam and the intellectual property associated with the credential.

7. Establish and implement the Code of Ethics required of certificants and administer the disciplinary program.

8. Make readily available to applicants, candidates, and certificants all policies, procedures, and program information relevant to earning and maintaining certification.

General Information

The Governance Board has contracted with Professional Testing, Inc. to provide guidance in developing, administering, maintaining, and scoring the exam, and to assure all program components are developed in accordance with best certification practices. The exam is computer-based and administered at a network of secure test sites owned and operated by Pearson VUE Worldwide through its testing partner, Professional Testing, Inc. Exams are offered two times/year in specifically defined test windows. Specific testing window information is located on the website at www.arma.org/igp

A passing score on the exam is required for an individual to earn the IGP designation. To qualify for the exam, each candidate must agree to abide by the Code of Ethics. Because certification is awarded for a three-year period, IGPs must recertify every three years to maintain the

designation. IGPs must also be current in payment of all fees and must not be found in violation of the Code of Ethics. Individuals who fail to comply with these requirements may have their certification withdrawn.

The candidate handbook describes all aspects of the certification process and should help candidates prepare for the exam. This handbook contains an overview of exam content, recommended candidate background, information on registering for the exam, guidelines for taking the exam, relevant policies and requirements, links to the application, and other information.

The certification staff handles all exam applications, score reports, requests for special accommodations, and general inquiries. Direct all inquiries to:

IGP Certification Staff
c/o ARMA International
11880 College Blvd; Ste. 450
Overland Park, KS 66210
Certification.Staff@armaintl.org

About the IGP Exam

Individuals approved to take the exam must pass the exam to earn the IGP designation. The exam consists of 140 multiple-choice questions that must be completed within two hours, forty-five minutes. 125 questions are scored; 15 are pre-tested for statistical purposes but not scored. Of those 125 exam questions, only the correct answers are counted. You will not receive feedback on the pre-tested questions.

The Governance Board develops exams using a psychometrically valid process. The exam was developed by subject-matter experts under the guidance of psychometricians (experts in measurement and test development). It is designed to measure the knowledge, skills, and abilities required to perform competently as an information governance professional. The exam questions were written, edited and reviewed by subject-matter experts working with test development experts. Test questions also undergo evaluation during a trial period before being formally added to the exam as scored items. The passing score was also determined by valid psychometric procedures. The Governance Board follows best practices in all of its test-development activities and has a high degree of confidence that only those who meet the competency requirements will pass the exam.

The exam questions cover the knowledge in each of the domains in the Examination Blueprint. You are encouraged to refer to the exam blueprint and the sample questions at www.arma.org/igp to assess your knowledge in the content areas and to identify the areas you believe will require additional preparation.

Language the Exam is Given In

The IGP certification exam is given in English only. Translation dictionaries or other translation aids are not permitted. All program materials are provided in English.

Test Appointment Timing

Your test appointment is for three hours. You will have five minutes to agree to the nondisclosure agreement for the IGP exam. You will have 10 minutes to take a tutorial of the testing software. The tutorial is also available online at http://www.pearsonvue.com/athena/. Thereafter, you will have 2 hours and 45 minutes to take the exam. You are permitted to take restroom breaks, but they count against your allotted time.

The Application Process

Complete and submit your application online. Applications must be completed in full, signed according to the online instructions, and accompanied by the application fee. The online process requires that you agree to each Consent Statement and agree to abide by the Code of Ethics. The application is reviewed once it is submitted in full. Your failure to submit a completed application may delay scheduling the exam.

If you are not a member of ARMA, you can still apply to take the exam. The online program will require you to establish a My ARMA account. This creates the account so we can process your application and maintain communication with you throughout your experience as a candidate and as an IGP.

Do not register under a nickname! If your first and last name on your official ID do not match the name you registered under, the test center may refuse to allow you to test.

Applications must be completed in full, signed, and accompanied by the application fee. You must submit the signed Consent Statement and agree to abide by the Code of Ethics.

You will be notified if information is incomplete on the application. The application is reviewed after you have submitted the requested information. Failure to submit the completed application by the deadline may delay scheduling the exam.

Application /Exam Fees:

Each application must be accompanied by a payment of $599.00 (USD). If the Governance Board decides a refund is in order, $499 of the fee is refundable. Fees are to be paid in U.S. dollars.

If you do not pass the exam on your first attempt, you may retest, upon payment of the $250 retest fee.

ADA Accommodations

Candidates who require special accommodations must make a written request for the accommodation during the application process. The reason for the accommodation must be recognized under the Americans with Disabilities Act (ADA). The form for requesting an accommodation is on the IGP website. Please note that additional documentation will be required from your physician or therapist. This documentation must be send in hard copy to the Certification Staff. It cannot be emailed.

> **Application Tips:**
> - **Your name: Do not register under a nickname!** If your first and last name on your official ID do not match the name you registered under, the test center may refuse to allow you to test.
> - **Form of Payment:** The online application process requires that you **pay by credit card**. When you complete your application form and credit card payment you will receive a receipt which verifies your payment.

Scheduling Your Exam

When approved, you are authorized to sit for the exam within the timespan posted on the website at www.arma.org/igp. You will receive an "Authorization to Test (ATT)" e-mail that contains your unique 20-character Candidate Identification Number. You will need this number in order to schedule your exam. You must bring your confirmation e-mail in either printed or electronic form to the test site.

Testing takes place at Pearson VUE testing centers across the world. You will schedule directly with Person VUE, and may schedule online or by phone.

- To schedule online, go to http://www.pearsonvue.com/igp and click **Schedule Online**. You will be prompted to create a login and password and then to schedule your exam.

- To schedule by phone, go to http://www.pearsonvue.com/igp and click **Schedule By Phone** to find the phone number and hours of operation for the call center for your country. When you call, a customer-service agent will help you find the testing centers nearest you.

Schedule your exam as soon as possible after your application is approved. Your authorization will be valid for 12 months from the date of approval; after that you will need to reapply and pay new application and exam fees.

Preparing for the Exam

IGP Exam Blueprint / DACUM Chart

As you prepare for the exam, you are strongly encouraged to review the Examination Blueprint. It contains the major content areas and the percentage of the exam each content area represents. Use the blueprint to identify any content areas you may need additional help with, and ask yourself these questions:
- Which content areas represent the greatest number of test questions?
- How much time do I need to focus on these areas to prepare for the exam versus other areas?
- How does my current knowledge and skills compare to the content areas? Am I strong in some but weak on others?
- How much training or work have I done in the areas on the exam?

Your analysis of the content outline and your answers to these questions will help you determine where to spend your study time.

You may access the Examination Blueprint at www.arma.org/igp.

The DACUM Chart available on the IGP website identifies relevant tasks, knowledge and skills expected of an IGP.

Additional Resources

ARMA International also makes available an array of study resources, please see all available resources at arma.org.

Taking the Exam – Overview

On the Day of the Exam

Report to the exam site as instructed in your appointment confirmation e-mail, and arrive at least 15 minutes before the appointment time. You must show your confirmation e-mail and two forms of acceptable identification. The name on the ID must match exactly the name submitted on the application or you will be denied admission.

Questions concerning the exam content will not be answered during the exam. Listen carefully to the instructions given by the proctor and read all directions thoroughly.

The IGP exam is *closed* book. Therefore you will not be permitted to bring any materials into the testing room. You will be provided a secure storage area for your valuables.

The following items are NOT PERMITTED in the exam room:
- Dictionaries or other reference materials
- Papers of any kind, except as provided by the proctor
- Telephones or signaling devices such as pagers or cell phones
- Alarms or recording/playback devices
- Photographic or image-copying devices
- Electronic devices of any kind
- Food or beverages

Hazardous Weather or Local Emergencies

In case of hazardous weather or other emergencies, Pearson VUE will determine whether to cancel the exam. Every attempt will be made to administer all exams as scheduled. Candidates will be given as much advance notice as possible.

Admission to the Testing Center

Once you have made your exam appointment, Pearson VUE will send you a confirmation e-mail that contains the testing center's address. Bring this e-mail to the testing center in either hard copy or electronic form. Arrive 15 minutes before your appointment; late arrivals may not be

accommodated and may be considered no-shows, which would result in you having to repay the associated fees.

You will need **two forms of identification** for admission: a primary ID and a secondary ID.

The name that appears on your two forms of identification *must* match the name on your exam registration. **Do not register under a nickname!** If you have already used a name that does not match that on your registration, contact Certification.Staff@armaintl.org well before your testing appointment to change the name on your record.

The following forms of ID are accepted as primary ID:
- Government-issued driver's license
- State/national identification card
- Passport*
- Military ID*
- Alien registration card (green card, permanent resident visa)
- U.S. Passport card
- U.S. Department of State Driver's License

*The primary ID must contain a photo and signature unless the signature is embedded in the identification. When the signature is embedded, the candidate must present another form of signature identification from the primary or secondary list.

The following forms of ID are accepted as secondary ID:
- Any ID on the primary list
- Social Security card
- Credit card or bank ATM card (signature required).

At the Testing Center

The exam administrator will not allow you to bring personal items into the exam area. Although locker storage is usually offered, it is best not to bring large bags, jewelry, electronics, and the like to the testing center. Consideration will be made for comfort items like pillows and tissues or medical necessities like crutches. The exam administrator is required to inspect such items.

You will be given an erasable note board or a small notebook consisting of erasable and reusable pages for your use during the exam.

Biometrics

As part of Pearson VUE's test-security program, a palm-vein scan may be required at some testing centers. An electronic signature and digital photo are collected at all centers.

Exam Security

All exam materials are the property of ARMA International and the Governance Board. Removal of any material from the exam room is prohibited. Copyrights for the IGP exam are owned by the Governance Board. Any attempt to reproduce or memorize all or part of the exam is prohibited. Any unauthorized disclosure, publication, copying, reproduction, transmission, distribution, or possession of the exam content or materials in any form may subject you to civil liability and/or criminal prosecution, removal of certification, and/or restrictions on future access to certification exams.

The proctor may dismiss a candidate from the exam for any of the following reasons:
- If the candidate's admission to the exam is unauthorized
- If the candidate creates a disturbance or gives or receives help
- If the candidate attempts to remove exam materials or notes from the testing room
- If the candidate attempts to take the exam for someone else
- If the candidate has in his or her possession any forbidden items
- If the candidate exhibits behavior consistent with memorizing or copying exam items

Cancellations, No-Shows, and Rescheduling the Exam

You may cancel your scheduled exam (by phone or online) without penalty up to 24 hours before your appointment. You may make a new appointment without incurring a fee at the time you cancel or at some other time.

No-Show Fees

If you do not show up for your exam appointment and have not given the 24-hour notice, you will be considered a no-show. Likewise, you will be considered a no-show if you show up late and are not admitted, if you fail to present adequate identification, or if you refuse the nondisclosure agreement. You will be allowed to schedule a new test appointment upon paying the retest fee.

Getting Your Results

Notification of Pass/Fail Status

Score reports are issued at the test site. Results are not provided over the phone. Exam results are only given to you or your legal representative. The release of your exam results to any other person will only occur with your written request.

Awarding Certification

Once you have passed the exam, the certification staff will notify you and send information related to obtaining your certificate, your digital badge, and specific information you need to remain an IGP certificant in good standing.

The IGP website also contains a specific area for those individuals holding the IGP certification. Download the file titled *Maintaining Your Certification* for details on continuing education credit requirements and other information of relevance.

Retaking the Exam

Candidates who fail the exam may retake it, but must pay the retest fee each time. Candidates who fail may retake the exam an additional two times. After a third failure, the candidate will be required to sit out one (1) exam cycle. They will then need to reapply as a new candidate and pay all applicable fees.

Contact Information

Submit any name and contact changes to the certification staff at Certification.Staff@armaintl.org . Failure to update your contact information may result in delays in receiving eligibility notices or exam results. Name changes must be accompanied by documentation such as court records.

Summary of Scoring Process

The Governance Board uses acceptable psychometric procedures to establish the minimum passing score for the IGP exam. The exam is criterion-referenced, which means that you are assessed against a defined body of knowledge, rather than being compared to other candidates or professionals. The final passing score is established by a panel of subject-matter experts who determine the minimally acceptable level of competence for awarding the IGP certification, and that passing score is applied to all test takers. You must achieve the passing score to pass the exam. Results are reported as "pass" or "fail."

Score Reports

You will receive your score report at the test center. Candidates who fail will receive a diagnostic report of their overall performance on each content area. This information is provided so you can see the areas of greatest weakness and better prepare to retake the exam. Scores issued at the test center are "unofficial." A quality check is performed post-exam, and the certification staff will issue the official score report to the candidate.

Cancellation of Scores

The Governance Board reserves the right to cancel any score if, in its professional judgment, there is any reason to question the score's validity. Conduct that warrants score cancellation may include:

- consulting study aids of any type during a testing session
- copying from notes or from another's answers during a testing session
- speaking or otherwise communicating with others during a testing session
- copying, photographing, transcribing, or otherwise reproducing test materials
- removing test materials from the site
- aiding others or receiving aid
- gaining improper access to the exam content before its administration.

Engaging in such misconduct may disqualify the individual from all future exams.

A significant increase in a score upon retesting might be investigated to ensure the authenticity of results.

Comments, Complaints, and Appeals

Candidates can provide feedback on the fairness and technical accuracy of the exam content and procedures.

If you have a concern about administrative procedures at a testing site or have observed a breach of security or other improper conduct, then submit a report in writing to the certification staff within five calendar days after taking the exam. Such reports can be submitted by e-mail to Certification.Staff@armaintl.org. Reports must be submitted in writing within the five-day deadline in order to be considered by the Governance Board.

Challenging the Exam

You may challenge the accuracy of the exam but must do so using the Candidate Comment Form provided by the test administrator and *before* you receive your scores. No other comments will be accepted. The Examination Committee will review challenges within 30 days of receipt of the request and will notify candidates of their findings within 60 days of the final determination. Should the findings indicate a candidate was adversely affected by the content challenged, the Governance Board will provide a remedy.

Code of Ethics and Disciplinary Policies

Individuals who apply for certification must sign the IGP Code of Ethics at the time of application. Individuals who are awarded the IGP designation are required to abide by the Code of Ethics as a condition of maintaining certification.

The IGP Code of Ethics is a statement of the required behaviors and responsibilities of certificants. Certificants found to be in violation of it are subject to an investigation, which may result in sanctions. All sanctions are subject to appeal. Following the exhaustion of appeals, the

outcome of investigations resulting in sanctions will be made public, and the notice will include the name of the certificant, the codes found in violation, and the sanction imposed.

The Code of Ethics was developed to safeguard the reputation of the Governance Board and to protect the stakeholders relying on the credential. The Code of Ethics may be accessed through the link at https://www.arma.org/page/IGP_Ethics?

Any individual may file a complaint. All complaints will be reviewed. If determined valid and actionable, the complaint will be investigated. To file a complaint, contact the certification staff for information. Direct all inquiries to: Certification.Staff@armaintl.org.

Training and Exam Prep Materials

As a courtesy to individuals interested in taking the exam, ARMA may publish on its website courses that may help candidates prepare for the exam. The Governance Board does not endorse any person, product, resource, or service as a means for achieving certification. You are encouraged to plan your own course of study by reviewing the Examination Blueprint, identifying any areas of weakness, and securing the resources to adequately prepare.

ARMA also provides a course called "Becoming a Certified Information Governance Professional (IGP)" which has the purpose of providing familiarity of the concepts covered in the IGP certification exam, understand the process for attaining your IGP certification, and ensure the ongoing maintenance of your IGP certification. This course is not a certification preparation course.

Confidentiality and Release of Information

Certification staff will not release any information about a candidate's exam application or performance to any employer, regulatory agency, or any other person or entity unless it has obtained written permission from the candidate or certificant in question. Personnel associated with any aspect of the certification program may not disclose any information about a candidate or certificant unless authorized to do so.

Certification staff will maintain an electronic directory of all certificants and will release the names and certification status of individuals who have successfully completed the certification process.

Statement of Non-Discrimination

The Governance Board and all personnel associated with it do not discriminate among applicants, candidates, or certificants on the basis on age, sex, race, religion, national origin, or marital status.

Recertification

The IGP certification is awarded for a period of three years. Certificants are required to recertify before their certification expires. Certificants must comply with all recertification requirements.

The certification staff will send reminder notices. Certificants should become familiar with the recertification requirements, which are a combination of continued work experience and professional development based on the concept of continued competence.

Number of hours required

1. 60 contact hours in a 3-year cycle
2. Minimum requirements are; 15 hours Information Management, 4 hours Legal, 4 hours Technology, 4 hours Business, 4 hours Information Security, 4 hours Privacy, 4 hours Risk Management, 2 hours Ethics. The remaining 19 hours are electives and can be spread across any of the categories.

Additional information related to earning credits is available in the *Maintaining Your Credential* Handbook and IGP page(s) at ARMA.org.

Trademarks and Copyrights

The "Information Governance Certification" and "IGP" designations are the property of ARMA International and the Governance Board. Individuals who earn the IGP credential may use these designations as long as the certification has not expired, been suspended, been revoked, or been voluntarily relinquished. The certificate is the property of the Governance Board and must be returned to certification staff upon request. Exam materials and publications are copyrighted and protected under U.S. law. The Governance Board aggressively enforces the appropriate use of its property, and unauthorized use may result in sanctions or other penalties.

Appendix 1: Policies

The following policies guide the awarding of the IGP certification, the rights and duties of candidates and certificants, the procedures for due process, and the development and administration of a credible certification exam and program. These policies guide the decisions associated with the certification.

The information in the *Candidate Handbook* contains abbreviations of several policies related to the IGP certification. Additional policies you need to be aware of are included below. Read these in their entirety, as several become applicable *after* you earn the certification. Some of the policies related to the application process will help you complete the application correctly.

In submitting your application, you acknowledge that you have read the policies and agree to comply with them.

Passing the Certification Exam

The purposes of the IGP certification are to establish standards of knowledge and competence in the field of information governance and to assure the ethical practices of certified individuals. Only candidates who are successful in passing the written exam, meet all criteria for certification, and remain in good standing are considered certified.

Awarding Certification

Certification is awarded for a period of three years. Individuals who pass the exam and who wish to be issued a certificate and use the IGP designation must meet all certification requirements. Passing the exam does not assure attaining certification. The Governance Board has the sole responsibility for making all certification decisions.

When certification is denied, suspended, or revoked, an appeal may be filed with the Appeals Committee in accordance with the appeals process.

Submitting the Application for the IGP Exam

Applications for the IGP certification are submitted electronically. All captured data is stored in a secure manner in the certification data base with access restricted to authorized personnel. Applicants are urged to maintain a record of the supporting documents submitted with the application.

Rejecting Applications for the IGP Exam

Applications that are incomplete, or do not meet the eligibility requirements, or are not accompanied by the correct payment of fees will be rejected. Certification staff will send an e-mail to inform any rejected applicants of the reasons for the rejection. Certification staff will maintain a record of the rejected application for at least one year.

Denial of Eligibility

Applicants who do not meet the eligibility requirements must be notified that their application has been denied. The reason for the denial will be indicated.

Appeal of Denial of Eligibility

Applicants who are denied eligibility may request reconsideration by appealing to the Governance Board. Requests for an appeal must be made no later than 30 days after the applicant is denied. Within 60 days of the receipt of the written appeal, the Governance Board will conclude its deliberations. All decisions of the Governance Board are final.

Development of the IGP Exam

The IGP certification exam is designed to measure the knowledge and competence of the information governance professional. The blueprint of the written exam is derived from accepted industry psychometric standards in exam development.

The certification personnel will work with experts in test development and measurement to ensure the development and administration of a valid and legally defensible exam. The IGP certification will be validated through a job-task analysis at a five-year interval or as circumstances warrant. Performance statistics will be conducted at regular intervals and in an ongoing manner to ensure the consistent administration of a fair, valid, and reliable exam.

Exam Administration

The administration of the exam will follow accepted industry standards to ensure fairness and consistency. Test administration may be contracted to a testing vendor.

Registering for the IGP Exam

To register for the exam, candidates must first be authorized by the certification staff. Candidates are required to follow all registration requirements.

Candidate Identification

Candidates must check in using two form of acceptable identification, one of which must be a government-issued photo ID with signature. The name on the ID must match exactly the name submitted on the application.

Test Administration Monitoring

The exam administration will be monitored for quality assurance.

Cheating

The Governance Board maintains strict policies to safeguard exam security. Any individual who attempts to memorize test questions or who removes, or attempts to remove, exam materials

from the testing site, is subject to prosecution and sanctions. These sanctions may include denial of certification, removal of certification (if the cheating is discovered after certification has been awarded) and restrictions on future access to the exam.

Invalidating Scores

The Governance Board is primarily concerned with reporting only valid scores, though there may be occasions that necessitate invalidating scores. The Governance Board reserves the right to cancel or withhold exam scores if there is any reason to question their validity. Exam results may be cancelled or invalidated if an investigation reveals that policy violations have been committed.

Suspected misconduct will raise doubts about a score. In such cases, the candidates will be notified of an investigation and will be required to cooperate with it. They will be made aware of the investigatory procedures to ensure they're treated fairly. Some scores may be invalid due to circumstances beyond a candidate's control, such as faulty exam materials or issues occurring at the testing site. In these cases, retesting will be arranged.

Issuing Certificates

Certificates are issued by the certification staff to individuals who meet all requirements, including passing the certification exam, agreeing to abide by the Code of Ethics, and paying the applicable fees. Certificates are issued within 30 days of closure of the testing window.

Special Accommodations

The Governance Board complies with the ADA and will ensure no individual is deprived of the opportunity to take the certification exam solely by reason of a disability as defined by the ADA. Candidates must submit the Request for Exam Special Accommodations Form and the supporting documentation. Requests for special testing accommodations require documentation of a formally diagnosed and qualified disability by a qualified professional who has provided evaluation or treatment for the candidate.

Appeal of Denial of Request for Special Accommodations

Candidates who are denied their request for special accommodations may file an appeal with the Governance Board in accordance with the policies of the certification program. Requests for appeal must be sent to Certification.Staff@armaintl.org within 10 days of the request being denied. The decision of the Governance Board is final.

Enforcement of the Code of Ethics

The Governance Board will establish and enforce a Code of Ethics applicable to all certified individuals. Certificants must agree to abide by the Code of Ethics as a condition of earning and maintaining IGP certification, using the designation, and being awarded a certificate.

Filing a Complaint

Any individual may file a complaint against a certified individual. Only complaints that follow the Governance Board's procedures will be considered. To initiate a complaint, send an email to Certification.Staff@armaintl.org and a representative of the Governance Board will contact you to review. Complaints, and any supporting documentation, will be reviewed by the Governance Board and the next scheduled meeting; meetings occur monthly. The decision of the Governance Board is final.

Disciplinary Procedures

In prosecuting its mission of establishing a credible certification program that ensures high standards of ethical and professional practice in information governance, the Governance Board has implemented a Code of Ethics. The Governance Board requires its certificants to remain in good standing by complying with the tenets of the Code of Ethics. As such, the Governance Board reserves the right to sanction certificants found to be in violation of the Code, following the investigation of such complaints in accordance with its published procedures. The Governance Board will make available upon request and will publish in the Certification Directory all decisions resulting in sanctions – including the name, certification, code violated, and sanction imposed.

Due Process

The Governance Board respects the right of its certificants to due process in circumstances in which an adverse decision is made about the certificant's status. Due process will apply in instances affecting an individual's ability to earn and maintain IGP certification status.

Recertification Requirements

Certification is awarded for a period of three years. To remain certified, certificants must meet the recertification requirements. Recertification requirements for the IGP credential include remaining employed in information governance and completing the requirements for continued competence during the three-year certification cycle. Certificants must agree to continue to abide by the Code of Ethics and the policies of the certification program, which include continued appropriate and authorized use of the certificate, logo, and marks. Certificants must pay the current recertification fee and have earned the required number of continuing education credits. Recertification requirements are based on the philosophy of continued competence, and, as such, certificants must meet the recertification requirements as defined by the Governance Board.

Issuing Renewal Dates and Duplicate Certificates

In the event a certificant is in need of a replacement or duplicate certificate, they can be accessed through the digital badging website and can be downloaded and printed.

Upon recertification, at the end of the 3 year cycle and completion of the recertification requirements, a new updated badge with new expiration information will be sent to the certificant, which can be downloaded and printed.

Fees

The IGP certification fees are published on the website. It is the applicant's responsibility to submit the correct fee. The correct payment must accompany the application for the IGP exam.

Recertification fees are due when the recertification application is submitted, and they must be paid in full. The IGP recertification fee is $250. It is the certificant's responsibility to submit the correct fee. The recertification fee is billed at the end of the 3-year certification cycle, upon verification that the individual has fulfilled the recertification requirements

Retest Fees

Candidates who are unsuccessful on the IGP certification exam may reapply. Retest fees are $250 USD. It is the applicant's responsibility to submit the correct fee and meet other retest requirements.

Other Fees

The Governance Board reserves the right to assess additional fees for handling late or incomplete applications, granting extensions, rescheduling an exam without a valid reason, and handling other circumstances it deems appropriate.

Refunds

Refunds are granted only for accepted emergency cancellations, withdrawals from the exam process, or due to failure to qualify as a candidate. Refunds are granted at the discretion of the certification staff and are not granted to candidates who forfeit or fail the exam. Certification staff is authorized to withhold reasonable processing fees if refunds are granted.

Emergency Cancellations or Withdrawals

Circumstances that are considered grounds for an emergency cancellation or withdrawal of an exam include candidate illness, family death, jury duty, military duty, or state of emergency. Candidates who wish to claim an acceptable emergency must request in writing the cancellation or withdrawal from the exam and include supporting documentation.

Confidentiality

Information on the status of a candidate will only be discussed with the candidate or his or her legal representative. The certification staff may release information on a candidate's exam performance to an employer or entity only with written permission from the candidate. Only the pass/fail status will be disclosed.

The certification staff will release the name and certification status of certificants who have successfully completed the IGP certification exam.

Position on Training and Education

The Governance Board does not require applicants for the IGP certification to take prescribed training from any entity. The Governance Board does not recommend or endorse any education programs as preparation for the certification exam, nor does it accredit or endorse any source of education as a guarantee of exam success.

Trademarks and Copyrights

The Information Governance Certification marks have been submitted to the U.S. Patent and Trade Office for registration. All exam materials and publications relating to certification are copyrighted. The trademarks and copyrights are protected under U.S. and international law. Unauthorized use of these marks or copyrights is prohibited.

Authorized and Appropriate Use of the IGP designation

The Governance Board encourages the authorized use of the logo and marks. Certificants who wish to use the IGP designation may do so in the following manner:

> John Doe, IGP
> John Doe, Information Governance Professional

Certificants are permitted to use the IGP designation as illustrated above on business cards, on letterhead, and within written guidelines. Information regarding the authorized-use requirements of the IGP designations will be sent to newly certified individuals with the certificate.